



LEAD TRANSIT STORE TECHNICIAN

Purpose:

To actively support and uphold the City's stated mission and values. To plan, organize and coordinate the Transit Store's operations; and to perform a variety of complex customer service work for the Transit section.

Supervision Received and Exercised:

Receives direction from the Transit Administrator or from other supervisory or management staff.

Exercises functional lead work over the technical staff in the Transit Store.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Provide leadership and management support to Transit Store staff and operations while fostering a healthy and productive work environment.
- In collaboration with staff, develop, recommend and pursue the achievement of Transit Store goals and objectives; devise and implement supporting policies and procedures as needed.
- Participate in the selection of staff and coordinate staff training.
- In a collaborative manner, develop and implement employee schedules; plan, prioritize, and assign the work of staff involved in Transit services.
- Assist in the evaluation of operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities including statistical reports on the activities of the Transit Store.
- Process payments to vendors using the City's financial system; review vendor invoices for correct pricing and authorized merchandise.

CITY OF TEMPE

Lead Transit Store Technician (continued)

- Interact with customers on telephone and in person; provide assistance to customers regarding transit and Greyhound questions; answer questions regarding City services, and general City information; effectively manage time to accomplish multiple tasks within specified time frames.
- Prepare written responses to customer inquiries; communicate effectively verbally and in writing; perform mathematical calculations.
- Apply customer service principles to review work for process improvements and make recommendations for increased efficiency in a team environment; make sound business decisions to resolve problems.
- Cashiering: backup to main cashier, assist in prepare/process reports, operate and balance cash drawers, assist bank staff and customers in resolving issues; prepare cash and checks for deposit to financial institution daily.
- Reconcile monthly financial system reports with internal revenue reports; reconcile cash receipts; prepare cash deposits; balance monies received.
- Conduct surveys; collect information on operational and administrative problems; prepare comprehensive reports or manuals; assist in the preparation of quarterly and annual reports.
- Answer questions regarding bus routing, bus pass sales, and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.
- Assist in writing a variety of Transit correspondence and documents for internal and external use.
- Coordinate the ordering and storage of appropriate supplies.
- Participate in transit events as needed including marketing events and transit operations events.
- Perform related duties as assigned.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

CITY OF TEMPE
Lead Transit Store Technician (continued)

Experience:

Four years of increasingly responsible clerical or customer service experience in accounting, utility billing, transportation, customer service, or other closely related field. Previous experience in transit related functions preferred.

Training:

Equivalent to the completion of the twelfth grade supplemented by college level or equivalent classes in accounting, statistics, business, customer service, or a related field.

This position is included in the City's classified service, pursuant to the City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 6591

FLSA: Non-Exempt